

## **Agency Council on Coordinated Transportation (ACCT)**

Friday December 5, 2003  
10:00 a.m. - 12:00 p.m.  
WSDOT Large Commission Board Room (1D2)  
Olympia, WA

### **Meeting Summary**

#### **Attendance**

##### Council Members

Representative Miloscia  
Glen Hallman, Citizen Representative  
Paula Hammond, WSDOT  
Mike Harbour, WSTA  
Doug Porter, DSHS  
Andrew Johnsen, Governor's Office  
Allan Jones, Alternate-OSPI  
Marilyn Mason-Plunkett, CTA-NW  
Bernice Robinson, Citizen Representative

##### WSDOT Staff:

Don Chartock  
Judy Giniger  
Debra Mendoza  
Cathy Silins

#### **Welcome and Introductions - Paula Hammond**

Paula Hammond, WSDOT Chief of Staff and ACCT Chair, introduced herself. The council members and audience introduced themselves.

Paula reviewed the agenda. Pointed out that the meetings will be laid out with the three focus areas: Identify and Address issues, Focus on Results and Increase Advocacy.

Paula announced that there were two new legislators appointed to the Council.

Senator Mark Doumit is replacing Senator Marilyn Rasmussen from the Senate Ways and Means Committee. Senator Margarita Prentice is replacing Senator Tracey Eide from the Senator Highway and Transportation Committee. Neither was able to attend the meeting today but have expressed interested in coordinated transportation issues.

## **Approval of the Meeting Notes**

Marilyn Mason-Plunkett made a motion to approve the October 3, 2003 meeting notes. Mike Harbour seconded the motion. Motion approved.

## **Staff Announcements – Cathy Silins**

### Budget

There were no new expenditures for the ACCT Program in the past two months. The CTAA contract with WSDOT continues to be developed. A request for a sole source agreement has been submitted to the Departments Contract Office. This project will provide technical assistance to local agencies. CTAA will be using a federal grant for \$150,000 and will match the grant with state funds.

### Administrator for Coordinated Transportation

Robin Phillips has accepted the position of Administrator for Coordinated Transportation with the Department of Transportation. In this capacity, she will be working closely with the Council and the ACCT work plan. Robin is currently employed by the Oregon Department of Transportation in the Public Transit Division. She has developed multi-modal policies and implementation programs. Robin has worked with the Oregon Transportation Commission, regional planning staff, private providers and modal managers to integrate intercity issues into plans, contracts, local and statewide committees. Robin has a degree in History from Reed College and a law degree from Willamette University. She will join the staff at WSDOT on January 5, 2004.

### Federal Funding for Transportation

The House of Representatives has developed a transportation reauthorization bill called TEA-LU, *Transportation Efficiency Act: A Legacy for Users*. The \$375 billion transportation bill proposes to make public and community transportation available for every American and in every American community. The House proposal:

- Seeks to improve transportation in rural America
- Help all people get to jobs and education
- Provides additional mobility choices for senior citizens
- Offers new investments to all types of transportation operations servicing communities of all sizes

### ACCT Meetings for 2004

The meeting schedule for the ACCT Council in 2004 will be the first Friday of the even numbered months.

Friday, February 6

Friday, April 2

Friday, June 4

Friday August 6, 2004

Friday, October 1, 2004

Friday, December 3

### Council Member Appointments

The Governor's Office has identified the following Boards and Commission appointments for ACCT

Bernice Robinson, Federal Way	June 30, 2004
G. Reg Clarke, Lynnwood	June 30, 2004
Glen Hallman, Bellingham	June 30, 2004
Michael Harbour, Olympia	June 30, 2004
Marilyn Mason-Plunkett, Yakima	June 30, 2004

## **Identify and Address Barriers**

Faith Tremble, speaking for herself and in her capacity as an independent consultant, addressed three primary barriers to coordination—sharing information, identifying a champion and Council leadership.

### Sharing Information

Trip data is very critical for program development and project implementation. In order for providers of trips and purchasers of trips to develop a common framework to leverage resources, information on the scope and breadth of the need as well as the resources available is important.

Why is it difficult to get information?

- The trip information may not be in a form that protects confidentiality
- New laws have increased the rights to privacy
- The organizations attempting to coordinate may be working in a competitive environment
- Increased concerns over liability if its one agency's legal responsibility to provide access, and there is an error or mistake made by the agency providing the trip.

As an example, the Pierce County Coalition is developing a cost allocation model. To move forward on the project, it is important to use information from the Medicaid broker. The DSHS Medicaid staff has been helpful in identifying the concerns.

### Identifying a Champion

Coordination means huge system changes. Within an organization, a mid-level manager that is not willing to take a risk may stop coordination. In order to make a change, an agency needs a champion.

### Council Leadership

Faith presented her points to the Council

1. Rate Yourself. Complete the *Framework for Action* Self Assessment Tool that is available from FTA.
2. Live the Vision – Set coordination performance standards for your staff.
3. Raise Visibility – Talk about the issues with your state and local elected officials.
4. Advocated for Dollars

5. Develop HIPPA-Friendly Protocol to make it easy for different agencies to share information without breaching privacy concerns.
6. Be Selfish – Think about how you are going to get around when you are old and/or disabled.

### Medicaid Update

The workgroup made up of representatives from Mason Transit, Paratransit Services, ACCT, and DSHS have met and scheduled to meet to continue development of the potential demonstration project. The project would take place in Mason County and create a single point of entry transportation broker for anyone who needed a ride in the county and will specifically blend medicaid and transit riders. The specific project proposal is still being developed.

If things go well, the project could start on July 1, 2004. That is when the new broker contracts will begin.

The method for coordinating the services is to implement a central call center. The purpose of the project is to see if there is a more efficient way of delivering services to all people in Mason County. DSHS is also interested on reducing the risk. In one of the draft project plans, there was “hold harmless clauses” proposed.

The Council asked why it has been difficult to obtain the data. While the state is divided into 39 counties, the Medicaid program looks at 13 medical service “catchment areas”. Some of the regions cross county lines, sometime a county (like Mason County) may be in two different regions. Currently Medicaid does not require the brokers to collect information that is county-specific. For them to be able to report the activities within a different jurisdictional area will take some time.

Doug Porter explained that when a state is flexible on how the services are provided, we might not have the data collected in a consistent manner. Marilyn explained that it might be easier to track data prospectively than to try to create data retrospectively. Faith explained that FTA has technology grants and that there might be an opportunity to apply for funding to look at the challenges of data collection in Washington State.

### **Focus On Results** – *Cathy Silins, Karen Parkhurst*

Cathy Silins had prepared the “Performance Measures for Coordination” handout. Coordination is expected to provide a wide range of benefits that result in more effective and efficient transportation services in a community. Typical coordination consequences include lowered unit costs and increased ridership.

Three major classes of information are needed to describe and evaluate transportation services:

- system characteristics
- performance measures
- service attributes and rider's assessments

Cathy explained that WSDOT has a legal requirement to submit a transit statistical report to the Legislature each year. She described the information that is contained in the document. There is no similar requirement to submit information on other transportation providers.

Performance measures usually focus on system characteristics and/or rider's assessments. For example, in an evaluation of the Human Service Transportation Delivery Program (HSTDTP) in Kentucky, it was reported that users has a *decrease* in customer satisfaction in the brokered Medicaid transportation program. This was explained by the reports of late pick-ups, shared ride, and lack of information on the proposed changes to the program. As ACCT develops performance measures, it will be important to learn from other states on the outcomes they experienced.

To address what ACCT means by "Focus on Results" a forum will be established to develop a set of recommendations to the Council. The Council members that indicated an interest in participating include Marilyn Mason-Plunkett, Mike Harbour and Rep. Miloscia expressed an interest in participating in this work group. Cathy and Don will be making the arrangements for this activity.

Karen Parkhurst, Thurston Regional Planning Council, spoke to:

- Regional plan
- Local process for identifying needs
- Projects in Thurston County to address needs

The Thurston Regional Planning Council has looked at the needs in a regional perspective. They understand that transportation issues do not begin and end at jurisdictional boundaries. As they incorporated environmental justice in their transportation plan, the issues regarding special needs transportation were addressed.

The Thurston Regional Transportation plan was created with guiding principles that address the needs of persons that did not have access to private automobiles. There was a focus on accessibility, and safe, convenient and cost effective mobility choices. The small planning grant that Thurston Regional Council received from ACCT in 2001-2003 allowed their group to begin to address the issue of coordination. As they defined their county needs and resources, the planning council began identifying projects. They were already set up to address multi-disciplinary activities since the partnerships were already established.

What do the planning councils need from ACCT?

- Information is very important to the planning organizations. It would have been very helpful to Thurston Regional Planning if caseload data had been available. Being able to establish a baseline that is accurate, protects confidentiality, and is consistently defined around the state is important to planning. Another information barrier is the lack of data on how much money is actually spent on transportation.
- Continue to have technical assistance from state agency staff.

### **Increase Advocacy** – *Council Members*

On November 5, 2003, Marilyn Mason-Plunkett and Paula Hammond made a presentation before the House Transportation Committee. They spoke to the following:

- History of ACCT, Membership
- Past successes and funding of local community coalitions
- Threat of eliminating program during the 2003 session
- Refocus on Council activities and results of the 2003 retreat
- Examples of how coordination has worked around the state

The Council members made individual reports.

#### Mike Harbour

TEA-LU also includes language for a Transit Intensity Program that would provide additional resources for transit systems providing a higher level of service in communities with a population less than 200,000. This would have a positive impact on Whatcom Transportation Authority, Intercity Transit and Ben Franklin Transit.

WSTA has established a non-profit research foundation. They have identified some resources to explain how transit operates and to demonstrate the value of transit at the local and state level.

#### Andrew Johnsen

The Governor's Office continues to focus on the delivery of the programs and projects included in the 2003-2005 Transportation budget. For the programs, it is to be delivered on time, on budget. During the next session, there will be more of a focus on the policy issues.

#### Glen Hallman

Whatcom Transportation Authority has awarded a consultant contract for the update of their comprehensive plan. The community has had phone surveys, mail in surveys, interviews, and focus groups with non-traditional partners. There has been very strong participation from the community.

#### Marilyn Mason-Plunkett

The Yakima Community Coalition just completed a weeklong project with Peritechnical Institute. Over 50 vehicles from 4 different providers received a free winter inspection.

The United Way has identified a VISTA volunteer to help with a web site. The Coalition is also beginning discussions with the ESD on coordinating training.

Marilyn also mentioned that CTA-NW would be working on legislation to allow special needs transportation providers to form and/or join insurance pools.

#### Allan Jones

A Transportation Supervisor inquiring about the legal barriers to coordination contacted OSPI. The real barrier is lack of resources at the school district to look at coordination projects.

#### Doug Porter

Doug reported that DSHS would request legislation changing the requirement to transport all person in a prone position in an ambulance.

The ACCT-ION Bulletin received positive comments. This should be sent to an expanded list that would include the Regional Planning Councils, the Area Agency on Aging, and others interested in special needs transportation issues.

#### Other announcements:

- Hope Link has been working with King and Pierce County school districts to look at opportunities for transporting homeless and foster school children. They are currently working with the Kent School District. Hopefully by the first of the year they will be able to determine if the Medicaid broker model will work for these school children.
- Hope Link is also working on Phase 2 of the Harborview project. They will be providing seven days a week, 24-hours a day transportation services for both packages and persons.

### **Next Meeting**

The next Council meeting will be Friday, February 6, 2004 at the Washington State Department of Transportation building at 310 Maple Park, Olympia, WA.